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Aviv 69127 (IL). **WEISS, Nir** [IL/IL]; 4 Aba Ahimeir St.,  
Tel Aviv 69126 (IL).

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(72) Inventor: **ROTCHKE, Ronnie** (deceased).

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(74) Common Representative: **FRIEDMAN, Mark, M.**; Discovery Dispatch, 9003 Florin Way, Upper Marlboro, MD 20772 (US).

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(71) Applicant (*for TJ only*): **FRIEDMAN, Mark, M.** [US/IL]; 1 Alharizi Street, Raanana 43406 (IL).

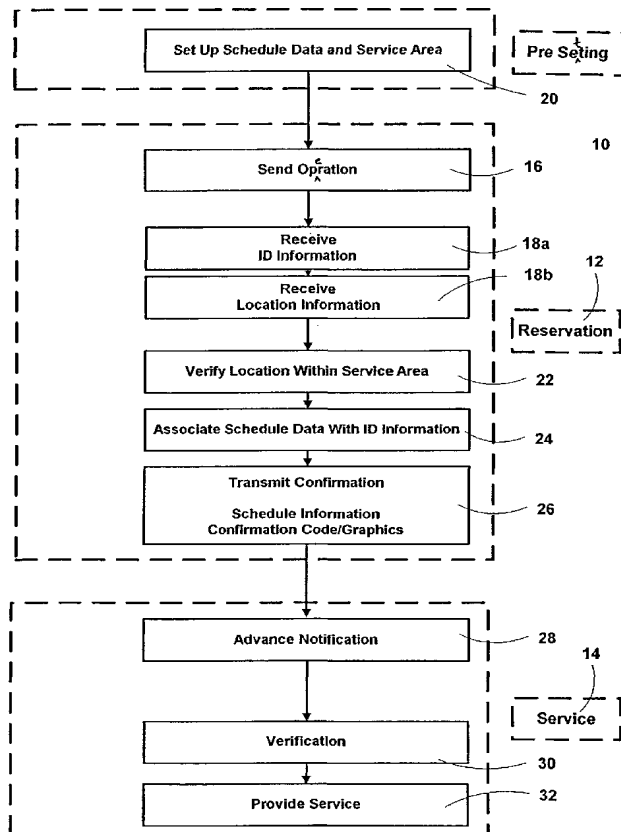
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(71) Applicants and

(72) Inventors: **WEINER, Avish** [IL/IL]; 12 Boyer St., Tel

[Continued on next page]

(54) Title: METHOD FOR MANAGING WAITING LINE



(57) Abstract: A method for registering customers in a waiting line in order to receive a service includes maintaining a database of registration records each containing identification information and corresponding line management information relating to scheduling for providing the service to a customer. A request for registration in the waiting line is then received for an additional customer. The request is sent from a non-dedicated mobile communications unit via a wireless communications network, and is associated with corresponding identification information. The additional customer is registered in the waiting line by associating with the corresponding identification information at least one item of corresponding line management information relating to scheduling for providing the services to the additional customer, the corresponding identification information and the corresponding line management information being represented by an additional registration record added to the database. A confirmation message is then transmitted to the non-dedicated mobile communications unit via the wireless communication network (1).



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European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

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# INTERNATIONAL SEARCH REPORT

International application No.

PCT/US01/44184

| <b>A. CLASSIFICATION OF SUBJECT MATTER</b>   |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
|--|---|--|--|--|-----|---|-----|--|-----|--|-----|---|-----|--|-----|---|-----|---|-----|--|--|--|-----|--|--|--|
| IPC(7) : G06F 17/60<br>US CL : 705/1, 8, 9   |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| According to International Patent Classification (IPC) or to both national classification and IPC  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| <b>B. FIELDS SEARCHED</b>  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Minimum documentation searched (classification system followed by classification symbols)<br>U.S. : 705/1, 8, 9  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)<br>Please See Continuation Sheet  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| <b>C. DOCUMENTS CONSIDERED TO BE RELEVANT</b>  |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Category *   | Citation of document, with indication, where appropriate, of the relevant passages  | Relevant to claim No.  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Y  | US 5,502,806 A (MAHONEY et al) 26 March 1996 (26.03.1996), see entire document.   | 1-55   |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Y  | US 5,987,421 A (CHUANG) 16 November 1999 (16.02.1999), see entire document.   | 1-55   |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Y  | US 6,173,209 B1 (LAVAL et al) 09 January 2001 (09.01.2001), see entire document.  | 1-55   |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Y,E  | US 6,363,351 B1 (MORO) 26 March 2002 (26.03.2002), see entire document.   | 1-55   |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Y,P  | US 2001/0014866 A1 (CONMY et al) 16 August 2001 (16.08.2001), see abstract.   | 1  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| <input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.   |   |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| <table border="0"> <tr> <td colspan="2">* Special categories of cited documents:</td> <td>"T"</td> <td>later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</td> </tr> <tr> <td>"A"</td> <td>document defining the general state of the art which is not considered to be of particular relevance</td> <td>"X"</td> <td>document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</td> </tr> <tr> <td>"E"</td> <td>earlier application or patent published on or after the international filing date</td> <td>"Y"</td> <td>document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</td> </tr> <tr> <td>"L"</td> <td>document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</td> <td>"&amp;"</td> <td>document member of the same patent family</td> </tr> <tr> <td>"O"</td> <td>document referring to an oral disclosure, use, exhibition or other means</td> <td></td> <td></td> </tr> <tr> <td>"P"</td> <td>document published prior to the international filing date but later than the priority date claimed</td> <td></td> <td></td> </tr> </table> |   |  | * Special categories of cited documents:   |  | "T" | later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention | "A" | document defining the general state of the art which is not considered to be of particular relevance | "X" | document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone | "E" | earlier application or patent published on or after the international filing date | "Y" | document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art | "L" | document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified) | "&" | document member of the same patent family | "O" | document referring to an oral disclosure, use, exhibition or other means |  |  | "P" | document published prior to the international filing date but later than the priority date claimed |  |  |
| * Special categories of cited documents:   |   | "T"  | later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| "A"  | document defining the general state of the art which is not considered to be of particular relevance  | "X"  | document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone   |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| "E"  | earlier application or patent published on or after the international filing date   | "Y"  | document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| "L"  | document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified) | "&"  | document member of the same patent family  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| "O"  | document referring to an oral disclosure, use, exhibition or other means  |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| "P"  | document published prior to the international filing date but later than the priority date claimed  |  |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Date of the actual completion of the international search<br>30 April 2002 (30.04.2002)  |   | Date of mailing of the international search report<br>13 SEP 2002    |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |
| Name and mailing address of the ISA/US<br>Commissioner of Patents and Trademarks<br>Box PCT<br>Washington, D.C. 20231<br>Facsimile No. (703)305-3230   |   | Authorized officer<br>Emanuel T Voeltz<br>Telephone No. 703-305-3900 |  |  |     |   |     |  |     |  |     |   |     |  |     |   |     |   |     |  |  |  |     |  |  |  |

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International application No.

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## C. (Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

| Category * | Citation of document, with indication, where appropriate, of the relevant passages       | Relevant to claim No. |
|------------|--|-----------------------|
| Y,P        | US 2001/0039514 A1 (BARENBAUM et al.) 08 November 2001(08.11.2001), see entire document. | 1-55                  |

# INTERNATIONAL SEARCH REPORT

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## Continuation of B. FIELDS SEARCHED Item 3:

USPAT

"Waiting Line Management", "Queuing Arrangement", "Reservation Allotment", "Scheduling."